

ZER0TOUCH Intelligent Assistant

Client Support Plan

Version 1.0 | Effective upon service activation date

This document defines the support services included with each ZER0TOUCH plan, how to request help, what is handled automatically, and what falls outside your included support allocation. Understanding these boundaries helps us serve you quickly and keeps our service running at its best.

1. Self-Service Controls

Most day-to-day management requires zero contact with support. Your AI receptionist is designed to be operated through your phone via text commands, so you stay in control without waiting on anyone.

Text Command System

Send any of the following to your ZER0TOUCH IA business number from your registered cell:

ON	Activate the AI receptionist. Calls route to AI immediately.
OFF	Deactivate the AI. Calls forward completely to your registered cell.
SCHEDULE	Set the AI on auto-pilot to only answer on your normal schedule. (ie. M-F 8-5)
VACATION [date]	AI answers all calls with no simultaneous ring until the date you specify, then auto-reverts. Texts are still sent for logging purposes.

These commands are instant, available 24/7, and never require a support request. Use them freely.

What Else is Self-Service

- Billing and invoices — access your Stripe payment portal directly
- Call logs and summaries — delivered to your cell via SMS after every call
- Minute usage tracking — get an alert when you hit 90% usage for the month

2. Support Limits by Plan

Each plan includes a support allocation that covers the most common needs for that tier. Requests beyond your allocation are available at the overage rate of \$99/hr billed in 30-minute increments.

Starter — \$129/mo	
Onboarding	1 setup email walkthrough (one-time)
Email support	Unlimited
Phone support	Not included
System Customizations	1 per month
Response time	Within 36 hours
Support allocation	\$25/mo

Pro — \$179/mo	
Onboarding	1 guided setup call, 30 min (one-time)
Email support	Unlimited
Phone support	AI Support Included
System Customizations	3 per month
Response time	Within 24 hours
Support allocation	\$40/mo

Premium — \$349/mo	
Onboarding	1 comprehensive setup call, 45–60 min (one-time)
Email support	Unlimited
Phone support	AI and Engineer Support Included
System Customizations	6 per month
Ad-hoc reporting	2 custom data pulls per month
Quarterly business review	30-min call x2 a year
Response time	Within 12 hours
Support allocation	\$75/mo

Most requests can be resolved through text command or email. We are here to support you in every way that we can.

3. What Is Never Included (Any Tier)

The following are outside the scope of all ZERO TOUCH support plans regardless of tier. These may be available as paid engagements at \$99/hr.

- Custom CRM or third-party system integrations (use webhooks + Zapier/n8n)
- Custom agent builds beyond your included onboarding configuration
- Training sessions for your team or staff
- 24/7 or weekend phone support
- Same-day response to all issues
- Free feature development or custom workflow builds
- Support for systems or tools outside the ZERO TOUCH stack

4. What Counts as a Support Request

The following activities count against your monthly support allocation:

- Email responses requiring research or custom answers
- Phone or video troubleshooting calls
- System prompt rebuilds or tone adjustments
- Calendar integration troubleshooting
- Escalation rule modifications or additions
- System testing or validation after changes
- Custom onboarding beyond the standard checklist
- Ad-hoc reporting or data export requests

The following do NOT count against your allocation:

- Text command usage (ON / OFF / FORWARD / VACATION)
- Automated onboarding email sequences
- FAQ responses where a link or doc is sent (no custom answer)
- Billing and payment portal questions (self-serve link provided)
- Feature requests (logged and acknowledged, no discussion)
- Status checks answered by automated system status

5. Overage Support Rate

Rate	\$99/hour, billed in 30-minute increments
Authorization	Written approval required before work begins
Billing	Added to next monthly invoice via Stripe
Scope	Any support request beyond included tier allocation
Upgrade alternative	Upgrading your plan is often better value than recurring overages

You will never be charged overage fees without explicit approval. If you hit your limit, we let you know and give you options before proceeding.

6. How to Reach Support

Email (all tiers)	support@zer0touch.co
Subject line format	SUPPORT [Your Business Name] [Issue]
Phone (Pro+)	Scheduled via Calendly link in your welcome email
Emergency	Call AI Support
Billing	Stripe customer portal (link in your welcome email)

Please include your business name and a clear description of the issue in every request. This gets you faster help and ensures your support allocation is tracked accurately.

7. Plan Comparison at a Glance

Feature	Starter \$129/mo	Pro \$199/mo	Premium \$349/mo
Onboarding call	Email only	1 call (once)	1 call (once)
Email threads/mo	2 threads	3 threads	Unlimited*
Phone calls/mo	X	1 call/mo	2 calls/mo
Prompt changes	X	1/quarter	2/month
Escalation changes	X	1/quarter	2/month
Calendar support	X	1 call/mo	2 calls/mo
Quarterly review	X	X	✓
Response time	24–48 hrs	12–24 hrs	4–8 hrs
Text commands	✓	✓	✓
Overage rate	\$99/hr	\$99/hr	\$99/hr

Support limits exist to keep ZER0TOUCH running at its best for all clients. When you hit a limit, we always give you a clear path forward — upgrade your plan, pay the overage rate, or use the self-serve tools that handle most needs automatically.

Questions about this plan? Email support@zer0touch.co